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Sustainable development goals in hospitality management (Book Chapter)

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Abstract

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Efforts to contribute to the Sustainable Development Goals are increasingly part of tourism business planning, forming part of their business policies, linking with society and generating a sustainable hotel offer. The great impact it causes and, which in the short term it will achieve, digital tools in hotel activities can be evidenced. It will also help to collect the information that serves for the certifications of hotel companies. In spite of all the efforts, there is still a great knowledge gap that needs to be filled to achieve the expected business results and that it can be evidenced that the hospitality industry is now more than ever focussed on the care of its workers and on contributing to the sustainability of the world. © 2021 Emerald Publishing Limited.

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